IMEU-GFW-ZA   1 December 2010

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter #1; USAG Grafenwoehr Commander's Open Door

1. **Effective Date.** This policy letter remains in effect until superseded or rescinded.

2. **Scope.** This policy letter is applicable to all USAG Grafenwoehr Soldiers, DA civilians, local national employees, or Family Members.

3. **Policy.**

   a. Enduring base operations support to Soldiers, DA civilians, Family Members and local national employees are my top priorities as Commander of the United States Army Garrison Grafenwoehr. By listening and responding to the concerns of Soldiers and civilians, the chain of command fosters an atmosphere that is essential to maintaining a community of excellence.

   b. I encourage everyone to try and resolve problems at the lowest level possible. I recognize that there may be times when an individual is confronted with a problem that he or she believes must be addressed by someone outside his or her immediate chain of command. In those instances, I will do my best to provide a solution or make a decision that is in the best interest of the individual, the United States Army Garrison Grafenwoehr, and the United States Army.

   c. It is not necessary to receive approval from the chain of command before seeing me on open door matters, but Soldiers will advise their chain of command, and civilians will notify their supervisory chain of their intent to seek my assistance.

   d. I will make myself available to discuss professional or personal concerns with any Soldier, civilian or their Family Members assigned to USAG Grafenwoehr. My intent is to provide every means within this command for people to resolve their problems.

4. **Point of Contact.** USAG Grafenwoehr Soldiers, civilians, or their Family Members desiring to see me on an open door policy should contact my administrative assistant at 475-1300 and schedule an appointment.

AVANULAS R. SMILEY
COL, IN
Commanding

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